



THE MINUTES FOR THE REGULAR MEETING
OF THE
LOS ANGELES COUNTY COMMISSION ON DISABILITIES
HELD ON August 18, 2010 IN ROOM 374-A
OF THE KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, LOS ANGELES, CA 90012

The meeting was called to order by President Janet A. Neal at 1:07 p.m.

Present: President Janet A. Neal; Commissioner Wan Chun Chang;
Commissioner John R. James; Commissioner Alexia Teran; Commissioner
John B. Troost; Commissioner Kecia B. Weller;
Commissioner Harley D. Rubenstein; Commissioner Sheila D. Wright

Excused Absence: Commissioner Michael G. Gureckas; Commissioner
Maria Mustelier-Parrish; and Commissioner Wendy Welt

I. ADMINISTRATIVE MATTER

1. Approval of the Minutes from the meeting of June 16, 2010.

On motion of Commission Teran, seconded by Commissioner Weller,
the item was duly carried by the following vote:

Ayes: 6 – Commissioner Neal; Commissioner James;
Commissioner Teran; Commissioner Troost;
Commissioner Weller; Commissioner Wright

Noes: 0 – None

Abstention: 1 – Commissioner Rubenstein

Absent: 3 – Commissioner Gureckas; Commissioner Chang;
Commissioner Mustelier-Parrish, Commissioner Welt

[\(Supporting Document\)](#)

II. REPORTS

2. Update report by the President.

President Neal submitted a copy of the By-Laws and the proposed Committee Structure of 2010. After giving an overview of the By-Laws, she asked for volunteers to serve in the three structured (Events, Access and Executive) Committees.

During discussion, several Commissioners volunteered and were appointed to the various committees. Staff will make the necessary updates and provide a copy to the Commission for reference.

Therefore, by common consent and there being no objection (Commissioners Gureckas, Chang, Mustelier-Parrish, and Welt being absent), President Neal's report was received and filed.

[\(Supporting Document\)](#)

[\(Supporting Document\)](#)

3. Update report by staff.

Commission Services staff, Rhonda Rangel submitted a verbal report on the 8th Annual Resource Faire to be held October 9, 2010 and parking updates due to construction within the Civic Center area. Interested Commission members of the resource faire may further inquire with Rhonda if they are interested in staffing a table at the event. Commissioners and members of the public were advised to forward their concerns or comments regarding the parking situation to staff for Building Management.

After discussion Ms. Rangel's verbal report was received and filed.

4. Discussion and Approval to add the category of "Legends" to the annual Access Awards Luncheon "Category" list to allow the honor potential nominees posthumously.

After discussion, on motion of Commission Troost, seconded by Commissioner Rubenstein (Commissioners Gureckas, Chang, Mustelier-Parrish, and Welt being absent), the item was approved.

5. Discussion and Approval to add a "Veterans" Category to the annual Access Awards Luncheon, in memory of former Commissioner Ernest T. Hamilton, Jr., United States Air Force.

Daniel Garcia addressed the Commission.

After discussion, on motion of Commission Rubenstein, seconded by Commissioner Weller (Commissioners Gureckas, Chang, Mustelier-Parrish, and Welt being absent), the item was approved.

6. Community Service report for the Month of July.
Commissioner Neal noted that her radio show is concentrating on customer service in addressing the community. Good customer service should be given wherever possible.

Daniel Garcia addressed the commission and answered questions posed by the commission.

After discussion, her verbal report was received.

7. Monthly update report from: 1) Transportation Committee including discussion of Para transit complaints 2) Access Services (ASI), and 3) Kurt Hagen, Access Board Representative.

The Transportation Committee did not have a report for July but are still taking in complaints for the Commission.

Louis Burns, Customer Support Administrator and Giovanna Gogreve, Representative of Access Services reported their findings of the alleged misuse of equipment were inconclusive. Mr. Burns requested, if possible, pictures to be provided for review by management. Mr. Burns will notify the Commission as soon as any information is developed.

Additionally, Mr. Burns reported on the development of an interactive voice response call center system to provide better customer service to their constituents. The system will have a Vehicle Location monitoring for real-time situations as well as customer services section for new applicants, complaints and other services.

Giovanna Gogreve stated the eligibility center tour is still available for Commissioners interested. Lastly, she noted there will be an Access Services Board of Directors meeting on November 9, 2010 at the California Endowment Center. Information will be mailed out at a later date.

During discussion, Commissioner Wright requested Access Services include in their report the tracking and monitoring vehicles.

Commissioner Rubenstein requested the Transportation Committee discuss the evaluation/certification process for Access Services riders.

Daniel Garcia, a member of the public also addressed the Commission and requested Access Services research the fraudulent usage of identification cards.

After discussion, the verbal report of Access Services and report of the Access Services Board meeting of July 21, 2010 was received and filed.

[\(Supporting Document\)](#)

8. Discussion and Approval to reappoint Kurt Hagen as the Commission on Disabilities voting Access Board representative.

Kurt Hagen was not available to receive his reappointment due to medical reasons. During discussion, Commissioner Rubenstein requested the opportunity to be appointed as the Commission on Disabilities voting Access Board representative.

Daniel Garcia addressed the Commission.

After further discussion, Commissioner James made a suggestion to send Commissioner Rubenstein to sit as an interim representative during Access Board meetings. President Neal reiterated the process would have to start all over in order for Commissioner Rubenstein to be appointed, even in the interim. President Neal suggested the Access Services Selection Process be reviewed before any changes are made.

Therefore at the suggestion of Commissioner James and President Neal, seconded by Commissioner Wang (Commissioners Gureckas, Mustelier-Parrish, Welt and Wright being absent), Commissioner Rubenstein will attend Access Services Board meetings as a member of the public and report back to the Commission any information from the meeting until such time the Access Services Selection processes are reviewed and staff is given an opportunity to coordinate the necessary information for an new Commission on Disabilities voting Access Board representative to be appointed.

9. Monthly update report by Chip Hazen or a representative from the Los Angeles County Transportation Authority (METRO).

Chip Hazen gave a verbal report on the program to secure wheelchairs in Metro buses. Additionally, METRO is developing standards to a project action plan to help with customer service and ADA requirements. This will be mandatory training that employees will have to pass with a 90% passing average. If an employee does not pass they will be retrained for a 2nd time. On the 3rd try, METRO will reassess both the project and employee for other ways of training. METRO will also be an outreach program to be held on September 30 where Metro will need a representative from the Commission, Regional Centers, City of Los Angeles, Access Services, Advisory Commissions and others to come up with ways to provide better transportation.

Daniel Garcia also addressed the Commission.

After discussion Mr. Hazen responded to questions posed by the Commission and Daniel Garcia.

10. Report from Angela Davis J.D., Acting Senior Deputy, Disability Civil Rights the Office of Affirmative Action Compliance, Disability Rights Section.

By common consent, there being no objection (Commissioners Gureckas, Chang, Mustelier-Parrish, and Welt being absent), the item was continued to the meeting of September 15, 2010.

[\(Supporting Document\)](#)

III. PRESENTATIONS / DISCUSSIONS

11. Installation of 2nd Vice President, John James, for 2010-2011 Term.

Rhonda Rangel, Executive Office staff, administered the Oath of Office for Commissioner John James to 2nd Vice President for the 2010-2011 Term. President Neal also presented Commissioners James, Chang and Rubenstein with certificates of appreciation for their continued support to her and the Commission. No action was taken by the Commission.

12. Presentation on the status of Rancho Los Amigos Hospital by Los Angeles County Department of Health Services.

Jorge Orozco, Chief Executive Officer for Rancho Los Amigos Rehabilitation Center, submitted a verbal update on the Center. Rancho is making changes in their care to be a more hospital centric center and work more in the community. The future of the organization cannot depend on the State, County or Federal assistance. Since Rancho has a reputation for being a superior rehabilitation center they need to allow access at a much higher level. They are looking to strengthen the link between the center, the Commission and the community.

Linda Block and Daniel Garcia addressed the Commission.

Mr. Orozco responded to questions posed by the Commission and members of the public.

The Commission invited Mr. Orozco back to present updates about Rancho Los Amigos. No further action was taken by the Commission.

IV. MISCELLENEOUS

13. Items not on the posted agenda, to be presented and placed for discussion/action at a future Commission meeting.

No action was taken by the Commission.

14. Opportunity for members of the public to address the Board on items of interest that is within jurisdiction of the Commission.

Linda Block and Daniel Garcia addressed the Commission.

15. Adjournment.

Commissioner Weller made a suggestion to adjourn the meeting of August 18, 2010 in memory of Ray McKeever.

By common consent, unanimously carried, the meeting adjourned at 3:18 p.m. in memory of Ray McKeever.